

**ADVANCED VISION CARE
RETURN/WARRANTY POLICY FOR EYEGLASSES & CONTACTS**

EYEGLASSES

*All sales of prescription and non-prescription eyeglasses are final.

If there are discrepancies between the Doctor's prescription and the lenses manufactured by the lab, or between the Doctor's prescription and the actual prescription, any adjustments to the prescription lenses are included at no charge within 60 days. Any Non-Adapt frame changes within the 60 days will have a restocking fee.

*All sales of sunglasses are final.

*All orders require a minimum 50% deposit.

*Adjustments for glasses and minor repairs are provided free of charge.

_____ For any adjustments on my personal frame, I understand that Advanced Vision Care is not responsible for any damage or breakage that may occur.

_____ I choose to use my personal frame and I understand that Advanced Vision Care is NOT responsible for any damages or breakage that may occur.

***Cancellations for any eyeglasses orders must be done within 24 hours.**

***Professional services are nonrefundable.**

*All name-brand eyeglass frames are under manufacturer warranty for any manufacturing defects for up to **one year** from date of purchase. This does not include accidental damage or breakage that has been incurred to the frame.

*Even though the eyeglass frame is under warranty by the manufacture, the manufacture does not pay for the shipping and handling for the exchange of the defective frames for the new frame. **The patient will be responsible for the shipping cost involved, which is approximately \$25.** Keep in mind that, as a courtesy to our patients we do:

1. Exchange the frames (under warranty)
2. Order proper lenses for those frames
3. Surface and edge those lenses, and
4. Physically remount the lenses into the new frame with NO additional fee.

CONTACT LENSES

*Sales of non-specialty contact lenses, any unopened & unmarked boxes may be returned for credit or exchanged, within 60 days.

*All sales of specialty gas permeable (rigid) and hybrid (containing both rigid and soft components) contact lenses are final. If, however, there are any discrepancies between the Doctor's prescription and the actual prescription, any exchanges for the appropriate contact lens prescription will be honored at no charge **AS LONG** as enough time is given for the lenses to be exchanged to be mailed and physically RECEIVED by the manufacture within 60 days.

POLICY FOR PICKING UP EYEGLASSES AND CONTACT LENSES All eyeglasses and contact lenses that have been prescribed, fitted, and purchased by the patient will be kept in the office for a total of one year from the date of purchase. If the patient does not pick up his/her eyeglasses or contact lenses within that year, they shall by default, become property of Advanced Vision Care, and we will no longer be responsible for those eyeglasses or contact lenses after the one-year time period.

I have read, understood, and shall abide by all aspects of the policies explained to me above. It has been made known to me that if any or all parts of the above policies are not fully understood by me, for any reason at all, that proper explanation, or translation, is available and ultimately has been provided to me at the time of signing.

Patient

Name(Print)_____ **Signature**_____ **Date**_____

If you are signing as a personal representative of the patient, please indicate your relationship.

Representative_____ **Relationship to Patient**_____ **Date**_____

May 2022/mp